Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	1480	705/7.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/17 17:03
L2	1673	705/10.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/17 17:03
S10 3	303270	(employ\$4 or work\$3 or person\$3)adj3(skill\$4 or capabil\$4 or abilit\$3 or knowledg\$4)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/10 21:23
S10 4	1464	(employ\$4 or work\$3 or person\$3)adj3(skill\$4 or capabil\$4 or abilit\$3 or knowledg\$4) and (schedul\$ or queu\$)adj2(program or code or software or algorithm)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/10 21:33
S10 5	178	(employ\$4 or work\$3 or person\$3)adj3(skill\$4 or capabil\$4 or abilit\$3 or knowledg\$4) and (schedul\$ or queu\$)adj2(program or code or software or algorithm) and (employ\$4 or work\$3 or person\$3)adj2(designat\$4 or number or letter\$2 or character\$2 or alpha-numberic)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/10 21:36
S10 6	★ 164	(employ\$4 or work\$3 or person\$3)adj3(skill\$4 or capabil\$4 or abilit\$3 or knowledg\$4) and (schedul\$ or queu\$)adj2(program or code or software or algorithm) and (employ\$4 or work\$3 or person\$3)adj2(designat\$4 or number or letter\$2 or character\$2 or alpha-numberic) and (task\$2 or activit\$3 or work adj item\$2)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/13 10:03

S10 7	*4	(employ\$4 or work\$3 or person\$3)adj3(skill\$4 or capabil\$4 or abilit\$3 or knowledg\$4) and (schedul\$ or queu\$)adj2(program or code or software or algorithm) and (employ\$4 or work\$3 or person\$3)adj2(designat\$4 or number or letter\$2 or character\$2 or alpha-numberic) and (task\$2 or activit\$3 or work adj item\$2) and (staff\$4)adj2(level\$2 or amount\$2 or quantit\$3)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/06/10 21:38
----------	----	---	---	----	----	------------------

of Seanched DATES, TITLES & ABSTMACES

```
show files
File 15:ABI/Inform(R) 1971-2005/Jun 17
         (c) 2005 ProQuest Info&Learning
File 16:Gale Group PROMT(R) 1990-2005/Jun 17
         (c) 2005 The Gale Group
File 148: Gale Group Trade & Industry DB 1976-2005/Jun 17
         (c) 2005 The Gale Group
File 160: Gale Group PROMT (R) 1972-1989
         (c) 1999 The Gale Group
File 275: Gale Group Computer DB(TM) 1983-2005/Jun 17
         (c) 2005 The Gale Group
File 621: Gale Group New Prod. Annou. (R) 1985-2005/Jun 17
         (c) 2005 The Gale Group
File
       9:Business & Industry(R) Jul/1994-2005/Jun 17
         (c) 2005 The Gale Group
      20:Dialog Global Reporter 1997-2005/Jun 17
         (c) 2005 The Dialog Corp.
File 476: Financial Times Fulltext 1982-2005/Jun 17
         (c) 2005 Financial Times Ltd
File 610: Business Wire 1999-2005/Jun 17
         (c) 2005 Business Wire.
File 613:PR Newswire 1999-2005/Jun 17
         (c) 2005 PR Newswire Association Inc
File 624:McGraw-Hill Publications 1985-2005/Jun 17
         (c) 2005 McGraw-Hill Co. Inc
File 634:San Jose Mercury Jun 1985-2005/Jun 16
         (c) 2005 San Jose Mercury News
File 636: Gale Group Newsletter DB(TM) 1987-2005/Jun 17
         (c) 2005 The Gale Group
File 810: Business Wire 1986-1999/Feb 28
         (c) 1999 Business Wire
File 813:PR Newswire 1987-1999/Apr 30
         (c) 1999 PR Newswire Association Inc
File
       2:INSPEC 1969-2005/Jun W1
         (c) 2005 Institution of Electrical Engineers
      35: Dissertation Abs Online 1861-2005/May
File
         (c) 2005 ProQuest Info&Learning
      65:Inside Conferences 1993-2005/Jun W2
         (c) 2005 BLDSC all rts. reserv.
File 99:Wilson Appl. Sci & Tech Abs 1983-2005/May
         (c) 2005 The HW Wilson Co.
File 256:TecInfoSource 82-2005/May
         (c) 2005 Info. Sources Inc
File 474: New York Times Abs 1969-2005/Jun 16
         (c) 2005 The New York Times
File 475: Wall Street Journal Abs 1973-2005/Jun 16
         (c) 2005 The New York Times
File 583: Gale Group Globalbase (TM) 1986-2002/Dec 13
         (c) 2002 The Gale Group
```

?



,				May Pagas		Interface lang	juage:
Ba	sic	Advanced Topics	Publications	0 marked iter		English	. 🔻
<u>Datal</u>	bases	selected: Multiple databases	···· .				What's new
Res	sult	S – powered by ProQuest® S	mart Search			•	
\$	Sugg	ested Topics About	< Previous	Next >	•		
<u> </u>	Softw Sched	are AND Scheduling are industry AND Scheduling luling AND Call centers are reviews AND Scheduling		1			
		ments found for: TEXT(call o	enter) AND TE	XT(software) AND	TEXT(scheduling) ANI	D Set up	Alert About
∫All s	ource	Scholarly Journals	<u>Magazines</u>	Trade Publications	<u>Newspapers</u>		
—	Mark	all 🗁 0 marked items: Er	nail / Cite / Exp	ort Show onl	<u>y full text</u> Sort resul	ts by: Most rec	ent first
,	1.	A panoramic view of what Erik Lounsbury. Call Cente	<u>'s high-tech in</u> r CRM Solutio	Florida ns. Apr 2000. Vol. 1	8, Iss. 10; p. 92 (5 pa	ges)	
		Text+Graphics	<u> </u>	age Image - PDF	Abstract		
T.	2.	IMAGINE: Visual Meeting Anonymous. Call Center C	RM Solutions.	Apr 2000. Vol. 18,	lss. 10; p. 118 (1 page)	,,,,,
		Text+Graphics	 D P	age Image - PDF	Citation		
Г	3.	Planning for the next wave Stephen Abram. Computer). Vol. 20, Iss. 4; p. 46	(6 pages)	
		<u>Text+Graphics</u>		age Image - PDF	Abstract		
	4.	Is your effort to reduce ca Peter F Theis. Direct Marke	Il center costs eting. Garden C	actually increasin City: Apr 2000. Vol.	ig costs? 62, Iss. 12; p. 34 (2 pa	ages)	
		Full text	ಔ <u>P</u>	age Image - PDF	Abstract		
	5.	NORTEL NETWORKS: No carrier, enterprise custom portfolio for first time; [1] M2 Presswire. Coventry: M	ers; Centrex c	ustomers now car	first cross- platform n access seamless fu	contact center inctionality of	solution for symposium
		Full text			Abstract		
	6.	NORTEL NETWORKS: No carrier, enterprise custom portfolio for first time M2 Presswire. Coventry: M	ers; Centrex c	ustomers now car	first cross- platform n access seamless fu	contact center unctionality of	solution for symposium
		Full text			<u>Citation</u>		
Г	7.	Siemens Demonstrates Un PR Newswire. New York: N			Centers		
		Full text			Abstract		
_	8.	TravelSmith Selects Blue Faster With PrimeTime We Business Editors/High-Tech	orkforce Mana	gement Solution		s Created 80 P	ercent

		Full text		Abstract
	9.	Nortel Networks Debuts Industry Customers Canada NewsWire. Ottawa: Mar 6		act Center Solution For Carrier, Enterprise
		Full text		Abstract
<u></u>	10.	Nortel Networks Debuts Industry Customers@ PR Newswire. New York: Mar 6, 2		act Center Solution For Carrier, Enterprise
		Full text		Abstract
Г	11.	The outbound call center: New to Edward J Sarkisian, Phu Le. Call C	echnology requirements for a Center CRM Solutions. Mar 20	new role 000. Vol. 18, Iss. 9; p. 66 (6 pages)
		Full text	🔁 <u>Page Image - PDF</u>	Abstract
Γ.	12.	<u>business</u>		nge management solutions to fuel e- s: Mar 2000. Vol. 15, Iss. 3; p. 46 (3 pages)
				Abstract
	13.	Consultants and analysts Rene Schuster, Chris Webster, Pe Mar 2000. Vol. 6, Iss. 3; p. 69 (6 pa	ter Thorne, Colin Ives, et al. Ma ages)	anufacturing Computer Solutions. Orpington:
		Full text	🔁 <u>Page Image - PDF</u>	Abstract
<u>, , , , , , , , , , , , , , , , , , , </u>	14.	Shining a light on Lotus John Dwyer. Manufacturing Com	puter Solutions. Orpington: Ma	ar 2000. Vol. 6, Iss. 3; p. 50 (2 pages)
		Text+Graphics	🔁 <u>Page Image - PDF</u>	Abstract
	15.	First looks Anonymous. Teleconnect. New Yo	ork: Mar 2000. Vol. 18, Iss. 3; p	. 16 (4 pages)
				□ Citation
	16.	The face of service Sara A Frankl. Teleprofessional.	Mar 2000. Vol. 13, Iss. 3; p. 45	(3 pages)
		Text+Graphics	🔁 <u>Page Image - PDF</u>	Abstract
	17.	Banco Popular Selects Blue Pun Implementing Blue Pumpkin Prin Business Editors, High-Tech Writer	neTime Solution	Is and Employee Satisfaction Rise After Feb 15, 2000. p. 1
		Full text		Abstract
	18.	Outbound unbound Ellen Muraskin. Computer Teleph	ony. Feb 2000. Vol. 8, Iss. 2; p	. 93 (11 pages)
		Text+Graphics	Page Image - PDF	[™] Citation
Γ.,	19.	Scheduling software for any indu Chris Murphy. InformationWeek.		04 (1 page)
		Full text	Page Image - PDF	Abstract
_	20.	Interactive Software System Ann Business Editors, Hi-Tech Writers.		
		Full text		Abstract

Γ.	21.	Centers With Complex World	Nounces First Comprehensive Scheduling Solution For Global Contact Rules Writers Call Center 2000. Business Wire. New York: Jan 25, 2000. p. 1
		Full text	Abstract
Γ	22.	Siemens Adds E-Service an PR Newswire. New York: Jar	d Multi-Media Options to CRM Solution 25, 2000. p. 1
		Full text	Abstract
	23.	Siemens Expands Resume PR Newswire. New York: Jar	Routing Suite With New Voice Processing System 1 25, 2000. p. 1
		Full text	[□] Abstract
	24.	Truck stop Tim Wilson, Robert Poe. Tele	.com. Manhasset: Jan 24, 2000. Vol. 5, Iss. 2; p. 51 (6 pages)
		Text+Graphics	D Page Image - PDF
Г	25.	Pipkins Enhances Industry- PR Newswire. New York: Jan	Leading Workforce Management System With New Wireless Capability n 19, 2000. p. 1
		Full text	Abstract Abstract
	26.		solutions [Advertising supplement] Jan 17, 2000. Vol. 13, Iss. 1; p. 29
		Full text	Abstract Abstract
	27.	Workforce Management So	Inion Selects Blue Pumpkin Software; User- Friendly Enterprise-Wide ution Saves Time and Increases Productivity Vire. New York: Jan 10, 2000. p. 1
		Full text	[□] <u>Abstract</u>
Г	28.		ess Journal. St. Louis: Jan 10, 2000. Vol. 20, Iss. 18; p. 25
		Full text	□ <u>Citation</u>
	29.		nches Expansion Into Canada Writers. Business Wire. New York: Jan 3, 2000. p. 1
		Full text	□ Abstract
<u> </u>	30.	Retaining your hot skills en John Davis, Cyndi Harris. AC	nployees - use dollars AND sense A Journal. First Quarter 2000. Vol. 9, Iss. 1; p. 47 (10 pages)
		Text+Graphics	☐ Page Image - PDF
1-30	of 26	54	< First < Previous 1 2 3 4 5 6 7 8 9 Next >
		alert for new results sent by	Treatile per pager j
·	_		If not, revise your search below or try these suggestions:
		ested Topics About	< Previous Next >
		rare AND Scheduling rare industry AND Scheduling	
		duling AND Call centers	
		rare reviews AND Scheduling	

dvanced S	earch Tools:	<u>Search</u>	n Tips Browse Topics	s 4 Recent Searches
call center			Document text	
AND 🔻	software		Document text	
AND 🗸	scheduling		Document text	, ~
AND 🔻	skill		Document text	
	Add a row Remove a row		Search Clear	
Database:	Multiple databases		.▼ Sele	ect multiple databases
Date range:	Before this date	04/03	3/2000 About	
Limit results to:	☐ Full text documents only 🗎			
	☐ Scholarly journals, including pe	er-revie	wed 🏞 About	
More Search O	<u>ptions</u>			

Copyright © 2005 ProQuest Information and Learning Company. All rights reserved. Terms and Conditions Text-only interface



```
e au=matan, o
```

```
OFIN MATAN IS CTO FOR BD

SAPPEARS TO WHITE AM THE

TECHNICAL ARTICLES FOR ASSIGNATIONS
      Items Index-term
Ref
           0 *AU=MATAN, O
E1
E2
          14 AU=MATAN, O.
           7 AU=MATAN, OFER
E3
           2 AU=MATAN, Y.
E4
           2 AU=MATANA, DAVE
E5
E6
           1 AU=MATANABE, T.
           1 AU=MATANACHAI, S.
E7
E8
           3 AU=MATANACHAI, SITTICHAI
E9
           2 AU=MATANANE, DARRYL
E10
           1 AU=MATANAWI, K.
E11
           1 AU=MATANAWI, KORBLAAH
E12
           1 AU=MATANDA
```

Enter P or PAGE for more

? select e2,e1

>>>One or more prefixes are unsupported >>> or undefined in one or more files.

14 AU=MATAN, O.

0 AU=MATAN, O

S11 14 E2, E1

?

```
Items
                  Description
  Set
                  ((CALL ADJ CENTER) (2N) (PLAN? OR SCHEDUL?) AND SOFTWARE)
  S1
  S2
                  (EMPLOY?4 OR WORK?3 OR PERSON?3) (3N) (SKILL?4 OR CAPABIL?4 -
               OR ABILIT?3 OR KNOWLEDG?4) AND (SCHEDUL? OR QUEU?) (3N) (PROGRAM
                OR CODE OR SOFTWARE OR ALGORITHM) AND (EMPLOY?4 OR WORK?3 OR
               PERSON?3) (3N) (DESIGNAT?4 OR NUMBER OR LETTER?2 OR CHARACTER?2
               OR ALPHA-NU
  S3
                   (CALL(W)CENTER) AND (SCHEDUL?)
          27508
           1100
                  S3 AND (SKILL? OR CAPABILIT? ) (3N) (EMPLOYE? OR WORKER OR A-
  S 4
               GENT OR STAFFER)
  S5
                  S4 AND (PY<2000)
            413
                  RD (unique items)
  S6
            227
                  S6 AND (FORECAST? OR SIMULAT? OR PREDICT?)
  S7
            127
  S8
            119
                  S7 AND (SOFTWARE OR PROGRAM)
                  S8 AND (ACD OR CTI)
  S9
             83
S10 لا.
             73
                  S9 AND (NETWORK OR INTERNET OR SERVER)
```

5ximmes